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MATCHING CLIENT-VOLUNTEER

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GOVERNMENT DOCUMENTS

Summary of a draft prepared by Vikki Bailey
with assistance from Doris Obernier

JANUARY, 1977

THE VOLUNTEER BUREAU

Social Planning and Research Council of Hamilton and District

FOREWORD

This study has made available information pertaining to the methods used by Co-ordinators of Volunteer Programs when determining a one-to-one volunteer-client match, as well as data concerning how the volunteers within these programs wish to be matched.

The study indicates that not only do volunteer want their co-ordinator to consider a combination of factors before matching them to a client, but it also shows what these factors are and how they differ in importance for each group of volunteers, depending on the program they are in and type of service they provide to clients.

Vikki Bailey and Doris Obernier questioned co-ordinators of volunteers and volunteers themselves from 21 agencies.

Mr. Lester Shantz, a retired school principal, summarized and re-organized the material to produce these "Guidelines for Determining a One-to-One Relationship".

Shirley Anne Wray
Chairman, Education Committee

The complete report is available at the Volunteer Bureau.

SERVICES FOR MENTALLY RETARDED

FAMILY AND CHILDRENS SERVICES

SERVICES FOR THE AGED

EDUCATIONAL SERVICES

CORRECTIONAL SERVICES

HEALTH SERVICES

SAMPLE STUDIED:

-Total number of volunteers in this service - 17
-Co-ordinators used in this survey - 2
-Volunteers registered with Bureau - 1
-Volunteers not registered with Bureau 4

NATURE OF SERVICE: Befriending mentally retarded children and adults on a one-to-one basis

CO-ORDINATORS CRITERIA FOR MATCHING:

-Children -Mutual attraction of volunteer and client
-Adults -Needs of the client in relation to volunteer's personality/ interests, likes and dislikes, and occupation of the volunteer and client

VOLUNTEER'S EXPECTATIONS:

High Priority -1. Mutual choice between volunteer and client
2. Orientation, training and on-going guidance
3. Client's needs in relation to what volunteer has to offer
4. Volunteer's needs for self-fulfillment

Low Priority -1. Volunteer's related education
2. Personality and interests of volunteer and client

RECOMMENDATIONS:

1. Mutual choice between volunteer and client
2. Provision of orientation, thorough training and on-going guidance
3. Consideration of the need of the client in relation to volunteer's abilities
4. Consideration of the volunteer's need for self fulfillment

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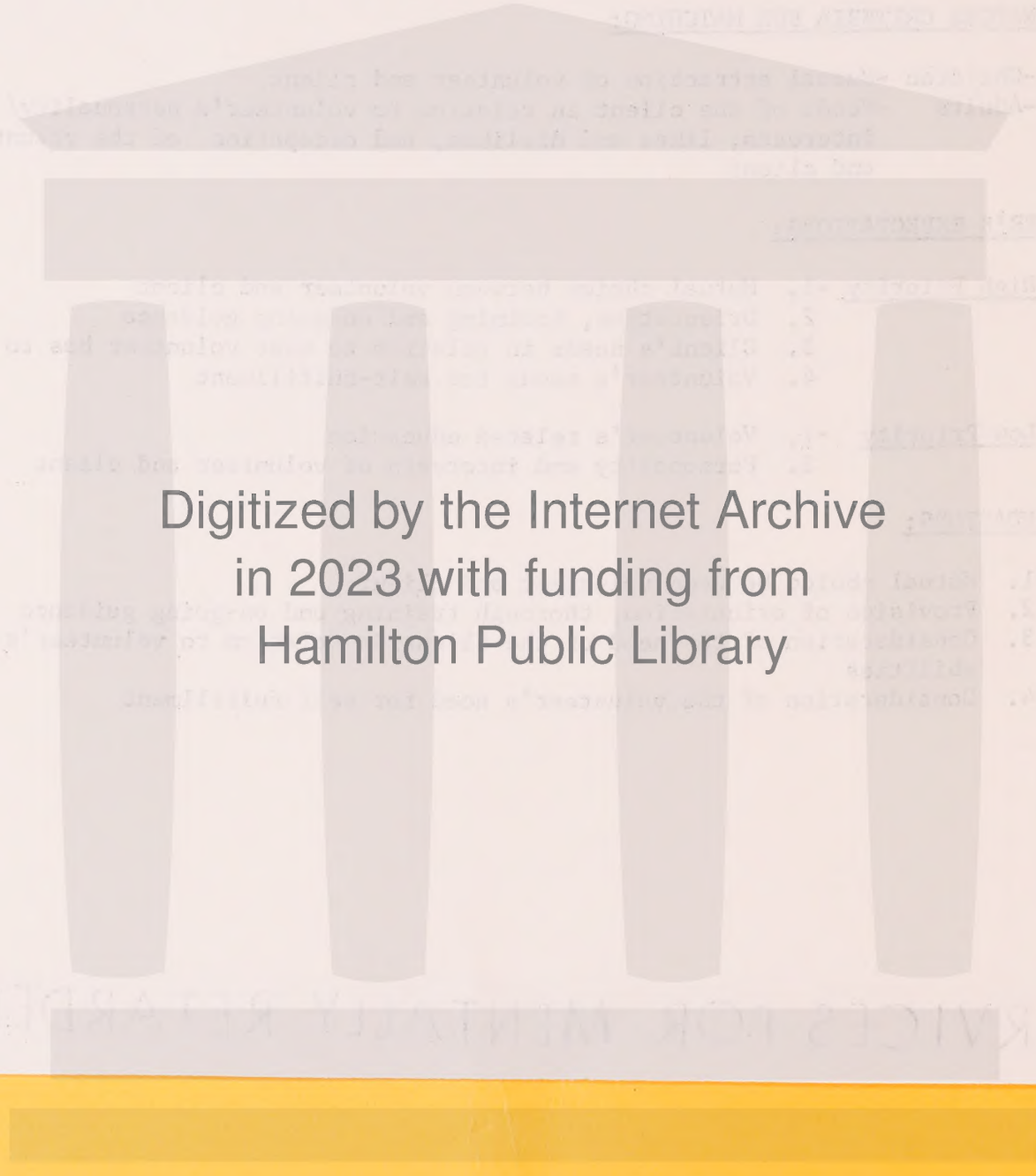

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SAMPLE STUDIED:

-Total number of volunteers in this service	-460
-Co-ordinators used in sample	- 3
-Volunteers registered with Bureau	- 7
-Volunteers not registered with Bureau	- 18

NATURE OF SERVICE: Being a special friend on a one-to-one basis

CO-ORDINATORS' CRITERIA FOR MATCHING

1. Intense screening
2. Familiarity with background, needs and other relevant data on the child
3. Needs of the client in relation to volunteer's temperament, personality, interests, hobbies, special education skills, age, occupation, sex, and language
4. Secondary considerations - religion, history, socio-economic level

VOLUNTEER'S EXPECTATIONS

High Priority -1. Volunteer's personality, abilities and limitations in relation to child's needs
2. Volunteer's preference as to type of client preferred
3. Careful preparation of volunteer to handle possible problems emphasizing coping with client's immediate family
4. Geographical proximity of residence

Low Priority - Common interests of volunteer and client and education.

RECOMMENDATIONS:

1. Consider the volunteer's personality, abilities and limitations in relation to client's needs
2. Consider the volunteer's preference as to type of client preferred
3. Assign the volunteer a client who lives close by
4. Consider the degree of the volunteer's related experience when matching a particularly disturbed or difficult client
5. Thorough orientation and training for volunteers
6. Insure open lines of communication between volunteer and professional staff
7. Consider matching client to a volunteer with opposite personality traits or interests
8. Consider what the client has to offer the volunteer in relation to his needs for self fulfillment

SAMPLE STUDIED:

-Total number of volunteers in this service	-328
-Co-ordinators used in sample	- 3
-Volunteers registered with Bureau	- 35
-Volunteers not registered with Bureau	- 11

NATURE OF SERVICE: Daily contact with an isolated person, and assisting the person to cope with depression, loneliness and isolation

CO-ORDINATORS' CRITERIA

1. Temperament and personality of volunteer and client
2. Religious affiliation
3. Interest and hobbies of volunteer and client
4. Nationality and language
5. Sex of volunteer and client
6. Common geographic location of residence

VOLUNTEER'S EXPECTATIONS:

1. Assigned to a client who really needs a volunteer and will be appreciated
2. Orientation and thorough training
3. Close geographical location of residence
4. Familiarization with the specific need of the client
5. Understanding the specific role of the volunteer
6. Consideration of volunteer's preference as to type of client
7. Consideration of volunteer's personality/abilities in relation to client's needs
8. Consideration of volunteer's needs for self-fulfillment

RECOMMENDATIONS:

1. Assign a volunteer to a client who really needs a volunteer and will appreciate service of a volunteer
2. Provide volunteers with orientation and thorough training
3. Consider the volunteer's preference as to type of client preferred
4. Consider what the volunteer has to offer in relation to client's needs
5. Consider what the client has to offer the volunteer in relation to volunteer's needs for self-fulfillment
6. Assign the volunteer to a client who lives close by

SERVICES FOR THE AGED

EDUCATIONAL SERVICES

CORRECTIONAL SERVICES

HEALTH SERVICES

SAMPLE STUDIED:

-Total number of volunteers in this service	-880
-Co-ordinators used in the study	- 2
-Volunteers registered with Bureau	- 14
-Volunteers not registered with Bureau	- 10

NATURE OF THE SERVICE:

Child education - tutoring a child with a specific need
Adult education - tutoring adults requiring one-to-one academic assistance

CO-ORDINATORS' CRITERIA :

Child Education

1. Child's academic need in relation to volunteer's expressed interests and abilities
2. Expected length of volunteer's commitment in relation to length of child's needs
3. Common geographic location of residence and nationality of volunteer

Adult Education

1. Thorough training program
2. Common geographic location of residence
3. Age and sex if volunteer expressed preference
4. Other factors: language, skills, education, related experience and socio-economic level

VOLUNTEER'S EXPECTATIONS:

High Priority - 1. Being trained to respond to a specific academic need of client
2. Awareness of the volunteer's abilities and limitations
3. Thorough training
4. Close proximity of residence

Low Priority - 1. Opposite or similar personality/interests as clients
2. Related education
3. Self-fulfillment needs of the volunteer

RECOMMENDATIONS:

1. Identify the client's area or degree of academic need in relation to the volunteer's special skills and related experience
2. Provide a thorough orientation/training program
3. Assign a volunteer to a client who lives near his residence
4. Consider volunteer's preference in relation to: age, sex, marital status and history of client
5. Provide routine follow-up procedures of volunteers to determine difficulties experienced in the situation
6. Determine a volunteer's related experience when considering a match to a client who has needs other than academic assistance

EDUCATIONAL SERVICES
CORRECTIONAL SERVICES
HEALTH SERVICES

SAMPLE STUDIED:

-Total number of volunteers in this service	-105
-Co-ordinators used in sample	- 6
-Volunteers registered with Bureau	- 6
-Volunteers not registered with Bureau	- 27

NATURE OF SERVICE: Assist on a one-to-one basis in probation/parole supervision of people whose life styles had come into conflict with the law

CO-ORDINATORS' CRITERIA:

1. Thorough orientation and training
2. Needs of the parolee/probationer in relation to volunteer's skills
3. Assessment of the volunteer - personality, life skills, life style, related training and knowledge, available time
4. Secondary considerations - volunteer's self-fulfillment needs, personal habits, physical appearance, location of residence, mode of transportation, socio-economic level, volunteer's preference re type of client
5. Common interests and hobbies of volunteer and client

VOLUNTEER'S EXPECTATIONS:

High Priority
1. Thorough training in terms of client's needs
2. Open lines of communication with professional staff
3. Consideration of volunteer's abilities in relation to client's needs
4. Consideration of volunteer's preference re type of client preferred
5. Geographic location of residence of client and volunteer
6. Consideration of volunteer's related experience in difficult cases

Low Priority
1. Mutual choice of volunteer and client

RECOMMENDATIONS:

1. Provision of thorough training and open lines of communication
2. Consideration of what volunteer has to offer in relation to client's needs
3. Awareness of volunteer's preference in client
4. Assignment of client who lives close to volunteer
5. Consideration of volunteer's related experience in difficult cases
6. Insurance of open lines of communication with professional staff
7. Consideration of volunteer's need for self-fulfillment

	Mental Health	Physical Health
SAMPLE STUDIED:	-Total number of volunteers in service -180	-113
	-Co-ordinators used in the sample - 3	- 3
	-Volunteers registered with Bureau - 13	- 4
	-Volunteers not registered with Bureau - 13	- 3
NATURE OF SERVICE :	Befriending people experiencing mental health problems	Establishing relationships and offering encouragement to those experiencing difficulties related to physical health
CO-ORDINATORS CRITERIA FOR MATCHING:	1. Client's needs in relation to the volunteer's personality/ abilities 2. Age and sex of volunteer and client 3. Interests, hobbies, nationality, language, physical appearance, temperament and personality of volunteer and client 4. Secondary considerations: education, past experience, marital status, relgion, socio-economic level	1. Needs of client in relation to personality/temperament of volunteer 2. Other factors: residence proximity, physical appearance cultural background, common health problems, likes and dislikes, occupation and religion of volunteer and client
VOLUNTEER'S EXPECTATIONS:	1. Volunteer's stated preference for type of client 2. Common geographic location 3. Orientation, thorough training and open lines of communication with professional staff 4. Volunteer's personality, availability, skills, related experience and needs for self-fulfillment 5. Volunteer's related education not considered too important	1. Specific needs of the client in relation to volunteer's ability 2. Common interests of volunteer and client 3. Orientation program
RECOMMENDATIONS:	1. Consideration of volunteer's preference and history of client 2. Geographic location of residence of volunteer and client 3. Thorough training and orientation and on-going supervision 4. Consideration of volunteer's personality, availability, skills, related experience and needs 5. Consideration of mutual choice of volunteer and client after initial meeting 6. Determination of a match after identifying similar personality traits or interests of volunteer and client	1. Consider the specific needs of the client in relation to the volunteer's abilities 2. Determine a match after identifying common interests of the volunteer and client 3. Provide orientation and thorough training

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